The Relationship Between Self-Efficacy and Nurse Performance in The Inpatient Ward at Mawaddah Medika Hospital

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Article Info

Abstract

Background of study: Hospitals are essential in delivering healthcare, and the quality of their services largely depends on the people working in them, especially nurses. Nurses' confidence in their own abilities, known as self-efficacy, greatly impacts not only how well they care for patients but also the overall success of the hospital.

Aims and scope of paper: This research seeks to explore how nurses' self-efficacy relates to their performance in the inpatient ward at Mawaddah Medika Hospital.

Methods: This study used a quantitative approach with descriptive correlational design and a cross-sectional snapshot in time. Forty-five nurses participated, selected through proportional random sampling. Data were gathered using the General Self-Efficacy Scale (GSES) alongside a questionnaire measuring nurse performance. The relationship between variables was analyzed using Spearman's rank correlation.

Results: The majority of nurses reported feeling confident in their abilities (60.0%) and showed strong job performance (53.3%). Statistical analysis showed a significant and strong positive link between their self-confidence and their work performance, with a correlation score of 0.792 and a highly significant p-value (p < 0.05).

Conclusion: The results underline the importance of boosting nurses' confidence to enhance their performance in the inpatient ward. Key factors that support this improvement include hands-on experience, supportive work environments, emotional coping skills, clear roles and responsibilities, ongoing assessments, and continuous training programs.

INTRODUCTION

Hospitals have an essential role in Indonesia's healthcare system through outpatient, emergency, and inpatient services (Ministry of Health Indonesia, 2020). Their success depends on the quality of services influenced by human resources, particularly nurses (Aprilia et al., 2023). Nurses, as professional healthcare providers, are responsible for delivering nursing care to individuals, families, and communities. Nurses' self-efficacy significantly affects service quality and hospital performance (Yanti et al., 2020). Nurses with high self-efficacy tend to perform better, while those with low self-efficacy may hinder service delivery (Lianto, 2019). However, high work stress and demands impose physical and emotional challenges that can reduce self-efficacy; thus, enhancing self-efficacy is a key factor supporting optimal performance and job satisfaction among nurses (Mina Parvaresh, 2022).

Previous studies have shown that low self-efficacy among nurses contributes to reduced performance due to a lack of confidence in handling nursing tasks (Sesrianty et al., 2023). This condition causes nurses to avoid tasks and decreases service effectiveness (Aprilia et al., 2023). Heavy workloads and stress exacerbate low self-efficacy and lower performance due to burnout

(Angriani et al., 2024). International research indicates that low self-efficacy relates to decreased motivation, job satisfaction, and clinical nursing practice quality (Caruso et al., 2020).

In high-pressure work environments, nurses in inpatient wards often encounter demands for rapid decision-making, high emotional stress, and chronic fatigue due to intense workloads and time pressures to respond accurately to patient conditions (Lin et al., 2024). The high psychological burden can lower nurses' self-efficacy, impacting motivation, increasing stress, and complicating decision-making (Zhu et al., 2023). Nurses with low self-efficacy tend to underestimate their abilities, which reduces performance and raises the risk of medical errors, ultimately diminishing healthcare service quality (Nugroho & Kosasih, 2021). Low self-efficacy also causes pessimism and task avoidance when nurses perceive tasks as exceeding their abilities (Barreiro et al., 2020). Therefore, professional capability enhancement programs are crucial for boosting self-efficacy, which is vital in building meticulous patient relationships and improving patient satisfaction during care (Reid et al., 2019).

This study aims to examine the relationship between self-efficacy and the performance of nurses in the inpatient ward at Mawwadah Medika Hospital. The hypothesis posits a positive relationship between self-efficacy and nurse performance, where higher self-efficacy contributes to improved performance among nurses in the inpatient ward at Mawwadah Medika Hospital.

METHOD

This research uses a quantitative descriptive correlational design with a cross-sectional approach to examine the relationship between self-efficacy and the performance of nurses in the inpatient ward of Mawaddah Medika Hospital. The population includes all nurses in the inpatient ward, totaling 51 nurses from four care rooms. The sample size was determined using Slovin's formula for each room, resulting in a total of 45 nurses selected from the inpatient ward. The sampling technique employed is proportional random sampling, where nurses from each room were randomly selected according to the number of samples required per room.

The study focuses on two variables: Self-Efficacy as the independent variable and Performance as the dependent variable. To measure nurses' self-efficacy, the General Self-Efficacy Scale (GSES) was used. This scale includes 10 statements rated on a Likert scale and classifies self-efficacy into three levels: low (scores 10–20), moderate (21–30), and high (31–40). The questionnaire was validated by the researcher, showing significant results with p-values greater than 1.96 and positive factor loadings, confirming its reliability (Novrianto, 2019).

The nurses' performance instrument consists of a questionnaire with 25 items assessing aspects of assessment, diagnosis, planning, implementation, and evaluation of nursing care. The validity of this questionnaire ranges between r = 0.462 and 0.966, while its reliability is excellent, with a Cronbach's alpha of 0.951, demonstrating strong internal consistency. Responses to both the self-efficacy and performance questionnaires were measured on an ordinal scale with three categories: high, moderate, and low (Romiani Naibaho, 2024).

Data collection was conducted in the inpatient ward of Mawaddah Medika Hospital Mojokerto over a period of two weeks using questionnaires. Data processing involved the use of SPSS for Windows version 21.0 through several steps: editing, coding, scoring, and tabulating. The data analysis began with univariate analysis to describe the basic characteristics of each variable. To examine the relationship between the variables, bivariate analysis was performed. Because the data were ordinal, the Spearman Rank correlation test was used. Results were considered statistically significant if the p-value was below 0.05. The strength of the correlation was interpreted using established ranges for correlation coefficients.

RESULTS AND DISCUSSION

Results:

Table 1. Respondent Characteristics Based on Demographic Data Nurses' Age, Length of Service, Education, Work Stress and Burnout in Nurses in the Inpatient Room of Mawwadah Medika Hospital.

No	Variable	Frequency	Percentage
1.	**Age**		
a.	21-30 Years Old	38	84.4 %
b.	31-40 Years Old	7	15.6 %
	Total	**45**	**100%**
2.	**Tenure**		
a.	<1 Years	11	24.4 %
b.	1-5 Years	32	71.2%
c.	>5 Years	2	4.4%
	Total	**45**	**100%**
3.	**Education**		
a.	Professional Nursing	**43**	**95.6%**
b.	S1 Nursing	**2**	**4.4%**
	Total	**45**	**100.00%**

Based on Table 1, the demographic characteristics indicate that the majority of nurses are aged between 21 and 30 years (84.4%). Most nurses have work experience ranging from 1 to 5 years (71.2%), and the predominant educational qualification is a Professional Nurse degree, held by 95.6% of the respondents.

Table 2. Frequency Distribution of Respondents Based on Self-Efficacy and Performance of Nurses in the Inpatient Ward of Mawaddah Medika Hospital

No	Category	Frequency	Percentage
	Self-Efficacy		
1	Low	4	8.9 %
2	Medium	14	31.1%
3	High	27	60.0 %
	Total	**45**	**100%**
	performance		
1	Low	5	11.1%
2	Medium	16	35.6%
3	High	24	53.3%
	Total	**45**	**100%**

Based on Table 2 above, the majority of nurses in the inpatient ward at Mawwadah Medika Hospital Mojokerto exhibited high levels of self-efficacy (60.0%) as well as high performance (53.3%). These findings indicate that most nurses in this unit demonstrate elevated levels of both self-efficacy and performance.

Table 3. Cross Tabulation Based on Self-Efficacy and Nurse Performance in the Inpatient Ward at Mawaddah Medika Hospital

Self-Efficacy	performance								p value
	Low		Medium		High		Total		
	f	%	f	%	f	%	f	%	
Low	4	100%	0	0 %	0	0 %	4	100%	0.000
Medium	0	0 %	13	92.9%	1	7.1%	14	100%	
High	1	3.7 %	3	11.1%	23	85.2 %	27	100%	
Total	5	11.1%	16	35,6%	24	53.3%	45	100%	
Correlation coefficient									0.792

Based on the cross-tabulation between self-efficacy and nurse performance, the majority of nurses in the inpatient ward at Mawaddah Medika Hospital who have high self-efficacy also exhibit high performance (85.2%). There is a significant relationship between self-efficacy and nurse performance. Self-efficacy and nurse performance show a strong and positive correlation, indicating that the higher the level of self-efficacy possessed by nurses, the better the performance they demonstrate. This is supported by a correlation coefficient of 0.792 and a significance value (p-value) of 0.000

Discussion:

Nurses' self-efficacy significantly influences the quality of healthcare services and hospital performance (Yanti, Perdana, & Rina, 2020). Nurses with high self-efficacy tend to exhibit better performance, whereas low self-efficacy can hinder healthcare delivery (Lianto, 2019). They play a crucial role in continuous care; however, high stress and work demands present physical and emotional challenges (Cai et al., 2020) that negatively impact self-efficacy, defined as confidence in the ability to perform tasks and achieve goals.

At Mawaddah Medika Hospital, analysis of three self-efficacy indicators shows that nurses score highest in strength, reflecting their perseverance and consistency in routine tasks, thereby maintaining stable service quality. However, a low generality score limits their confidence in facing new situations, resulting in suboptimal adaptation to workplace challenges. This aligns with Bandura's (1997) theory, which states that higher generality corresponds to broader belief in one's capabilities, encouraging active engagement across diverse work situations. Conversely, low generality causes individuals to feel confident only in limited contexts and become passive when encountering new challenges (Irie, 2021).

High work pressure on inpatient nurses, requiring rapid decision-making and extra attention to critical patients, may cause prolonged psychological stress and chronic fatigue (Lin et al., 2024). Such heavy workload adversely affects nurses' confidence in performing tasks, lowering motivation and hindering accurate decision-making (Zhu et al., 2023), thereby increasing risks of mental health disorders and decreased quality of nursing care (Sadeghi, 2021).

Performance evaluation is critical to improving nursing care quality. The diagnostic indicator received the lowest scores, indicating weaknesses in clinical decision-making influenced by low confidence, limited knowledge of electronic medical record (EMR) systems, and minimal clinical experience. The implementation indicator falls in the moderate category, suggesting ongoing execution of care plans that require further improvement for optimal outcomes. The assessment indicator scored highest, demonstrating effective data collection by nurses for care planning, although there remains room for enhancing data accuracy and completeness.

tatistical analysis revealed a significant positive correlation (r = 0.792, p = 0.000 < 0.05) between self-efficacy and nurse performance. This positive correlation indicates a unidirectional relationship, where higher self-efficacy corresponds to better nurse performance. These findings support Bandura's (1997) theory that self-efficacy strongly influences motivation and behavior in successfully completing tasks (Handiyani et al., 2019). Similar results were found by Aprilia et al.

(2023) at Siti Aisyah Islamic Hospital Madiun, where the significance value also indicated a strong association between self-efficacy and nurse performance.

Self-efficacy is a key factor affecting the quality of nurse performance in inpatient wards. Nurses with high self-efficacy have strong confidence in their ability to effectively complete nursing tasks, persistence in facing various challenges, adaptability to diverse work situations, and support from work experience, education, and a conducive work environment, enabling them to deliver optimal healthcare services. In contrast, nurses with low self-efficacy often lack confidence, avoid demanding tasks, and struggle with complex situations, which ultimately lowers service quality.

CONCLUSION

Based on the results and discussion regarding the relationship between self-efficacy and nurse performance in the inpatient ward at Mawaddah Medika Hospital, it can be concluded that there is a significant relationship between self-efficacy and nurse performance. Self-efficacy has been proven to be a primary factor that directly contributes to the improvement of nurse performance. The relationship between self-efficacy and nurse performance is strong and positive. In other words, the higher the nurses' confidence in their abilities, the better their performance in carrying out nursing tasks in the inpatient ward.

ACKNOWLEDGMENT

AUTHOR CONTRIBUTION STATEMENT

SAL held full responsibility for the research design, data collection, analysis, and composing the entire content. WE the primary supervisor is responsible for offering conceptual direction, overseeing the research methodology, and providing critical revisions in the preparation of the manuscript and analysis of data. DB The co-supervisor contributed valuable insights and constructive suggestions in refining the theoretical framework and discussing the research findings. NF served as the proofreader.

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